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Docket No. CC 98-67

June 11, 2003

Brenda Arndt  
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Federal Communications Commission  
445 12<sup>th</sup> St. S.W.  
Washington D.C. 20554

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Dear FCC:

My name is Brenda Arndt, and I am the treasurer for the Menomonie Chapter of SHHH (Self Help for Hard of Hearing People). I also serve as secretary for the WI-SHHH Board of Trustees. The reason I am writing this letter is to support the Captel and ask that the Captel service become part of the TRS Contract as of February 1, 2004.

I am hard of hearing and have been on the Captel trial for over a year. I have previously used VCO (Voice Carry Over) and still use 2-line VCO through the TRS. The Captel phone made by Ultratec is an amazing piece of technology and it continues to improve. I am a piano teacher and both 2-line VCO and Captel service have allowed me to continue my business in a "close-to-normal" manner. My hearing loss is as such that I experience frustration with speech discrimination while using the phone. While using 2-line VCO and the Captel, I am able to read and hear the words that are being said. The Captel, however, has many benefits over the 2-line VCO; and I would like to list them here:

1. I needed 2 representatives from the TRS to come to my home to help me set up my 2-line VCO system. It took almost 3 hours of their time to educate me on how to use the system. It took me less than an hour to learn how to use the Captel, and I only needed the manual.
2. The 2-line VCO system needs 2 phones, 2 lines, and many extra phone services. The Captel uses 1 phone, and 1 line.
3. It takes longer to make a 2-line VCO call than it does a Captel call. There is no need to put a party on HOLD while using a Captel.
4. The Captel phone call is much more "natural" than a 2-line VCO call.

As of February 1, 2004, the Captel service is going to be considered as part of a contract for the TRS system. I am strongly recommending that the Captel service be considered. In fact, I feel that the Captel should replace the 2-line VCO system. Granted, there are still a few glitches in the Captel system, but Ultratec is working hard to correct these and to implement many improvements into the system. I feel that the Captel will be an innovative tool for the not only the hard-of-hearing population but for the hearing population as well. It will be a marvelous communication booster for Wisconsin, the nation and perhaps, even the world!  
Thank-you for taking your time to read my letter.

Sincerely,

*Brenda Arndt*

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